

	<b>Montana Mental Health Nursing Care Center Policy Manual</b>		Policy Number	1108
			Original Date	05/16/1983
	Department: Social Services		Revised Date	07/09/2015
	<b>Resident Use of the Telephone</b>			

### **POLICY:**

Residents at the Center will have reasonable access to telephones for personal calls and will be provided with staff assistance when necessary or appropriate.

### **PROCEDURE:**

1. A resident may utilize the Mental Health Nursing Care Center phone to make personal phone calls, with the following limitations:
  - A. Phone calls will be made under the supervision of assigned staff that will assist the resident as appropriate with dialing. Designated phone call hours will be set by the Recreation Department and will be held at least one evening per week. Phone calls will be limited to 10 minutes in duration.
2. Residents who need to make a phone call during the hours of 8:00 a.m. and 5:00 p.m. are to be directed to the Social Worker for assistance with the call and the social service office for privacy.
3. Residents may have their phone utilization changed by the Care Plan Team with approval of the guardian/DPOA for the following reasons:
  - A. The resident has demonstrated that they are not able to handle free access to the phone.
  - B. The resident's family or guardian requested specific limitations.
  - C. The resident requires supervision and assistance with phone call
  - D. Documented needs for increased calls.
4. Any restrictions placed on phone utilization by residents must be identified on the resident plan of care, and must be reviewed quarterly.

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- B. The resident's family or guardian requested specific limitations.
  - C. The resident requires supervision and assistance with phone call
  - D. Documented needs for increased calls.
5. Any restrictions placed on phone utilization by residents must be identified on the resident's plan of care, and must be reviewed quarterly.
6. Resident's outgoing phone calls on Monday nights will be limited to the personal phone numbers recorded in the phone book kept by Recreation. All other outgoing calls will be handled through the social worker.